

Chapter 11.A Critical Incident Reports

- A. Children and Family Service Specialists (CFS) will immediately report by phone and e-mail Critical Incidents involving vulnerable adults to their supervisors immediately, but no later than one hour after learning of the incident utilizing the Critical Incident Reporting form. The supervisor will immediately report via e-mail to **all** of the following individuals:
1. Service Area Administrator
 2. CFS Administrator
 3. CFS Director
 4. CFS Deputy Director
 5. Policy Section Chief
 6. Legal Services Chief Administrator
 7. Communications and Legislative Services Administrator
 8. Field Operations Administrator
 9. CEO
- B. The term Critical Incident includes, but is not limited to:
1. Death of a vulnerable adult resulting from abuse or neglect, where abuse or neglect is a possible cause or contributing factor of a vulnerable adult death, or in any case of unexpected vulnerable adult death where there is not a clearly identified medical cause such as an illness, a trauma event such as a motor vehicle accident, or something similar;
 2. Near fatality, life threatening condition or serious injury of a vulnerable adult resulting from abuse or neglect;
 3. Death or near death of a vulnerable adult DHHS is working with, by other means, accidental or non-accidental (includes suicides and attempted suicides);
 4. Allegations or arrests of a vulnerable adult DHHS is working with for serious illegal/criminal activity (i.e. homicide; manslaughter; aggravated or armed robbery, etc.)
 5. High Profile: Any other event that is highly concerning, poses potential liability, or is of emerging public interest such as contacts involving the news media; or
 6. Any other incident designated by the Director.
- This listing is not exhaustive and is meant to be used as a minimum guide. There may be situations other than the ones listed above that should be communicated with administration. If there is any question about an incident and whether or not it should be reported, please consult with a supervisor or local Protection and Safety Administrator.
- C. Communications and Legislative Services staff is the primary contact with news media regarding **any** Critical Incident. Any news media inquiry about a Critical Incident should be immediately referred to the Communications and Legislative Services Division of DHHS.
- D. Critical Incident reports are filed in the Appendix.